**Amendments to the Claims:**
This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 4, 6, 19, and 22 as follows.

**Listing of Claims:**

1        1. **(Original)** A work-management method comprising:

2        determining a probability of availability at a future point in time

3   of each of a plurality of resources;

4        combining the probabilities to obtain a number; and

5        using the number to schedule new tasks for the resources for

6 the future point in time.


1        2. **(Original)** The method of claim 1 wherein:

2        using comprises

3        scheduling for the future point in time no more than the number

4 of the new tasks to become available for servicing by the plurality of the

5 resources.


1        3. **(Original)** The method of claim 1 wherein:

2        combining comprises

3        summing the probabilities to obtain the number.


1        4. **(Currently amended)** The method of claim 1 wherein

2        determining comprises

3        for each of the resources, determining an amount of time $t$ that

4 the resource has been servicing a task by now;

5        for each of the resources, determining a probability $F(t+h)$ of

6 the resource servicing its task to completion within a total amount of time

7 $t+h$, where h is an amount of time;

8       for each of the resources, determining a probability $F(t)$ of the

9   resource completing servicing its task by now; and

10       for each of the resources, determining a probability $P$ that the

11   resource will complete servicing its task at the future point in time ~~an~~ the

12   amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$.


1       5. **(Original)** The method of claim 1 in a call center wherein:

2       tasks comprise calls; and

3       scheduling comprises

4       in response to $P$, determining whether or not to initiate or

5   cancel an outbound call.


1       6. **(Currently amended)** A work-management method

2   comprising:

3       determining an amount of time $t$ that a resource has been

4   servicing a task by now;

5       determining a probability $F(t+h)$ of the resource servicing the

6   task to completion within a total amount of time $t+h$, where h is an amount

7   of time;

8       determining a probability $F(t)$ of the resource completing

9   servicing the task by now;

10       determining a probability $P$ that the resource will complete

11   servicing the task within ~~an~~ the amount of time $h$ from now as

12   $\dfrac{F(t+h)-F(t)}{1-F(t)}$; and

13       in response to $P$, scheduling another task for servicing.


1       7. **(Original)** The method of claim 6 wherein:

2       scheduling comprises

3    in response to $P$, determining whether or not to initiate said

4    another task.

1    8. **(Original)** The method of claim 6 in a call center wherein:

2    tasks comprise calls; and

3    scheduling comprises

4    in response to $P$, determining whether or not to initiate an

5    outbound call.

1    9. **(Original)** The method of claim 6 further comprising:

2    performing the determining steps for a plurality of resources,

3    and

4    determining a number of the resources that will likely have

5    completed servicing their respective tasks within the amount of time h

6    from now as a sum of the probabilities $P$ determined for individual ones of

7    the plurality of resources; wherein

8    scheduling comprises

9    in response to determining the number of the resources,

10    scheduling new tasks for servicing.

1    10. **(Original)** The method of claim 9 wherein:

2    scheduling tasks for servicing comprises scheduling no more

3    than the number of the tasks for servicing.

1    11. **(Original)** The method of claim 6 wherein:

2    determining a probability $F(t+h)$ comprises

3    obtaining historical task-completion statistics, and

4    from the obtained statistics determining the probability $F(t+h)$;

5    and

6    determining a probability $F(t)$ comprises

7    from the obtained statistics determining the probability $F(t)$.

1          12. **(Original)** The method of claim 11 wherein:

2          obtaining historical task-completion statistics comprises

3          obtaining a mean and a variance of time historically spent by

4  resources on servicing tasks to completion.

1          13. **(Original)** The method of claim 6 wherein:

2          determining a probability $F(t+h)$ comprises

3          obtaining historical task-completion statistics,

4          fitting the task-completion statistics into a lifetime closed-form

5  cumulative-probability distribution to determine parameters of the

6  distribution, and

7          evaluating the distribution with the determined parameters and

8  the total amount of time $t+h$ to obtain $F(t+h)$ ; and

9          determining a probability $F(t)$ comprises

10          evaluating the distribution with the determined parameters and

11  the amount of time $t$ to obtain $F(t)$.

1          14. **(Original)** The method of claim 13 wherein:

2          obtaining historical task-completion statistics comprises

3          obtaining a mean and a variance of time historically spent by

4  resources on servicing tasks to completion;

5          the cumulative-probability distribution $F$ comprises a Weibull

6  distribution; and

7          the parameters comprise a dispersion parameter and a

8  parameter of central tendency.

1          15. **(Original)** The method of claim 6 wherein:

2          determining an amount of time $t$ comprises

3          determining the amount of time $t$ that the resource has been

4  servicing a task of one of a plurality of different types of tasks; and

5          determining historical task-completion statistics comprises

6          determining the historical task-completion statistics for the one

7   type of tasks.

1          16. **(Original)** The method of claim 6 wherein:

2          scheduling another task comprises

3          in response to $P$ initiating preparation of a task that may require

4   servicing by an agent at a later time.

1          17. **(Original)** The method of claim 6 wherein:

2          determining a probability $F(t+h)$ comprises

3          obtaining a historical histogram for task completion, and

4          evaluating a cumulative said probability with the obtained

5   histogram for the total amount of time $t+h$ to obtain $F(t+h)$; and

6          determining a probability $F(t)$ comprises

7          evaluating the cumulative probability with the obtained

8   histogram for the amount of time $t$ to obtain $F(t)$.

1          18. **(Original)** The method of claim 6 wherein:

2          scheduling comprises

3          in response to $P$, canceling preparation of a task that could

4   require servicing by a resource.

1          19. **(Currently amended)** An apparatus ~~that effects~~ <u>having</u>

2   <u>means for effecting</u> the method of one of claims 1-18.

1          20. **(Original)** A computer-readable medium containing

2   instructions which, when executed in a computer, cause the computer to

3   perform the method of one of claims 1-18.

1

1          21. **(Original)** A work-management apparatus comprising:

2          means for determining a probability of availability at a future

3 point in time of each of a plurality of resources;

4          means cooperative with the determining means for combining

5 the probabilities to obtain a number; and

6          means cooperative with the combining means for scheduling

7 for the future point in time no more than the number of new tasks for

8 servicing by the plurality of the resources.


1          22. **(Currently amended)** A work-management apparatus

2 comprising:

3          means for determining an amount of time $t$ that a resource has

4 been servicing a task by now;

5          means cooperative with the time-determining means for

6 determining a probability $F(t+h)$ of the resource servicing the task to

7 completion within a total amount of time $t+h$, where h is an amount of time;

8          means cooperative with the time-determining means for

9 determining a probability $F(t)$ of the resource completing servicing the task

10 by now;

11          means cooperative with both of the probability-determining

12 means for determining a probability $P$ that the resource will complete

13 servicing the task within ~~an~~ the amount of time h from now as

14 $\dfrac{F(t+h)-F(t)}{1-F(t)}$; and

15          means cooperative with the P-determining means and

16 responsive to P for scheduling another task for servicing.